

Mental Health Crisis Response

May 20, 2022

WELCOME

Please consider taking this pretest while we wait for
the presentation to start:

<https://www.surveymonkey.com/r/pretestMentalhealthcrisis>



Mental Health Crisis Response

Susin Bredice, LISW, RPT-S
New Beginnings Counseling Service

Training Objectives:

- Participants will be able to recognize signs of crisis/dysregulation
- Participants will be familiar with de-escalation strategies and responses for various stages in the crisis cycle.
- Participants will recognize preventative safety and de-escalation strategies.

Worker Safety

Crisis Management and De-Escalation

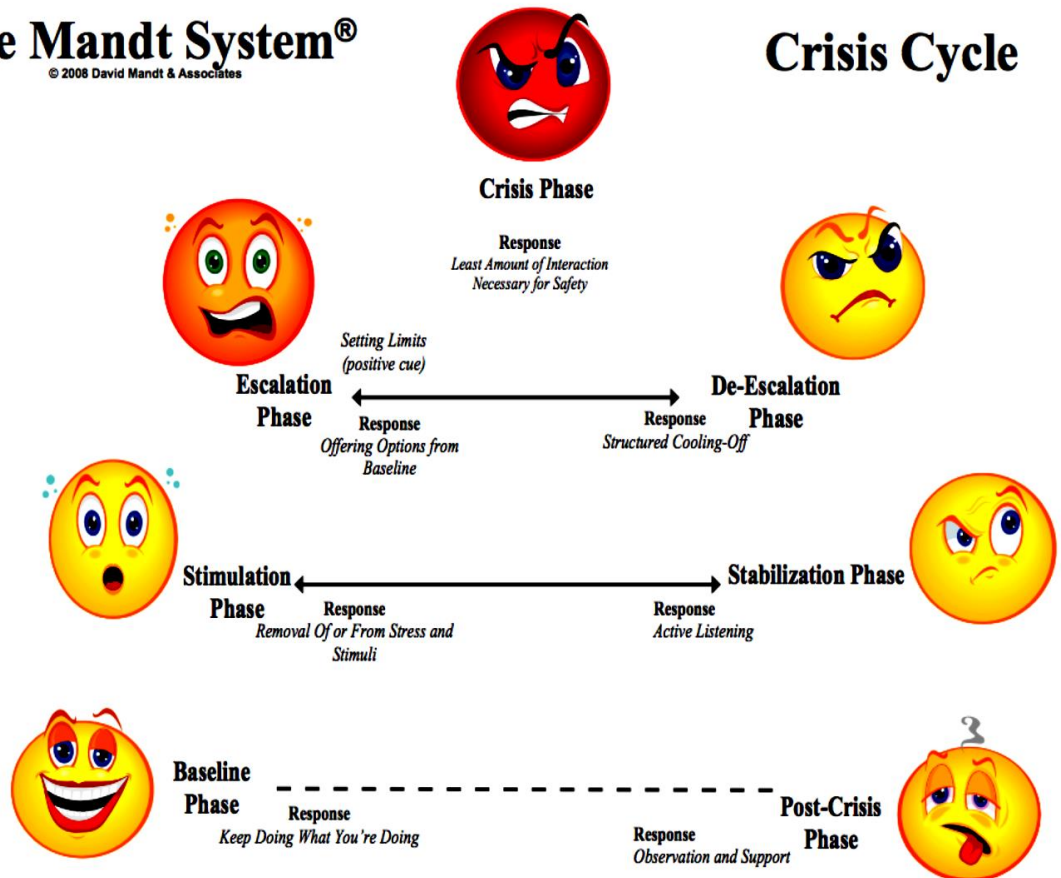
1. Assess Environment:
 - a. Where are you?
 - b. Who else is there?
 - c. Physical space
 - i. What is in the space?
 - ii. Exits?
2. Assess Yourself:
 - a. How are you feeling - agitated or anxious?
 - b. Do you have competing needs?
3. Assess the Client:
 - a. What are their needs - have they been met?
 - b. Is this an internal problem? (pain, medication, mental health, substance related)
Is it an external problem? (Is it something that can be removed from the situation?)
1. Important factors -
 - a. Relationship and rapport
 - b. Nonverbal (appearance, facial expression, eye contact, physical presence)
 - c. Verbal (reflection, paraphrasing)
 - d. Paraverbal (tone, pitch, resonance, breath, speed, volume)
2. Do's:
 - a. Empathy
 - b. Clarifying
 - c. Respect Space
 - d. Set boundaries you can enforce
 - e. Don't overreact
 - f. Avoid power struggles
 - g. Send back calm
3. The Crisis Cycle - The Mandt System

The Mandt System®

The Mandt System®

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Crisis Cycle



Competency Quiz

To receive your certificate of completion, use the following QR code or link to complete the competency quiz. A certificate of completion will be sent to you within a week of completing the quiz.



<https://www.surveymonkey.com/r/posttestmentalhealthcrisis>

Email HCBSTTA@dhs.state.ia.us with any questions or technical issues

In Closing

Thank you for attending.

Post-attendee Survey

Please complete this survey to let us know your feedback.

<https://www.surveymonkey.com/r/MentalHealthCrisisResponse>



Email HCBSTTA@dhs.state.ia.us with any questions or technical issues